

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

EVIDENTIARY HEARING

In the Matter of)
Missouri-American Water)
Company's Request for) File No. WR-2024-0320
Authority to Implement a)
General Rate Increase for)
Water and Sewer Service)
Provided in Missouri Service)
Areas)

MONDAY, MARCH 10, 2025

9:00 a.m. - 3:02 p.m.

Governor Office Building
200 Madison Street
Jefferson City, Missouri 65101

VOLUME XII

KEN SEYER, Presiding
DEPUTY CHIEF REGULATORY LAW JUDGE

MAIDA J. COLEMAN,
GLEN KOLKMEYER,
JOHN MITCHELL,
COMMISSIONERS

Reported By:
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Job No.: 183156

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1 Proceedings began at 9:00 a.m.

2 JUDGE SEYER: Let's go on the record.

3 Today is Monday, March 10, 2025. The time is nine
4 o'clock a.m. The Commission has set aside this time
5 for a continuation of the evidentiary hearing in
6 Missouri-American Water Company Request for a General
7 Rate Increase for Water and Sewer Service in Missouri
8 Service Areas. It's Commission File WR-2024-0320.

9 My name is Ken Seyer and I'm the
10 presiding judge in this matter. Mr. Cooper, I'm
11 going to start with you. Over the weekend you had
12 emailed and had asked about a document that came up
13 on Friday I believe.

14 MR. COOPER: Yes, your Honor.

15 JUDGE SEYER: Let me get to that. What
16 I -- I don't know if I actually made this clear on
17 Friday, but what I had in mind was that -- for that
18 to be marked as an exhibit. So I would like to mark
19 that as Exhibit 32. And we're talking about the data
20 request.

21 MR. COOPER: Yeah, data request 142 and
22 its attachment.

23 JUDGE SEYER: Uh-huh. So if you -- if
24 you're okay with offering that as an exhibit, I'll
25 ask if there's any objections to the admission of

1 that document. Hearing none, then I will admit
2 Exhibit 32.

3 (Company Exhibit 32 was admitted and made
4 a part of the record.)

5 JUDGE SEYER: All right. Before we went
6 on the record, the parties informed me that they
7 would like some time today to engage in settlement
8 discussions. So the plan this morning is to take
9 the first scheduled witness, Ms. Palmer, and then
10 once her testimony's over, to break until two
11 o'clock p.m. today. Is that correct? Okay.
12 Everyone is nodding at me, so. So Mr. Coffman, this
13 is your witness?

14 MR. COFFMAN: Yes. Thank you, your
15 Honor.

16 JUDGE SEYER: Yes. And, Ms. Palmer,
17 you're still with us appearing --

18 MS. PALMER: Yes, hello.

19 JUDGE SEYER: Appearing via Webex.
20 Ms. Palmer, I'd like to place you under oath.

21 MS. PALMER: Good morning.

22 JUDGE SEYER: Good morning. Would you
23 raise your right hand please.

24 (Witness sworn).

25 CAROLINE PALMER,

1 the witness, having been first duly sworn,
2 testified as follows:

3 JUDGE SEYER: All right. Go ahead,
4 Mr. Coffman.

5 DIRECT EXAMINATION

6 BY MR. COFFMAN:

7 Q. Good morning, Ms. Palmer. This is John
8 Coffman. Are you the same Caroline Palmer that -- or
9 first of all let me -- just state your name and by
10 whom you're employed.

11 A. Hi. It's Caroline Palmer. I am -- I work
12 at Synapse Energy Economics. And I'm appearing on
13 behalf of Consumers Council of Missouri.

14 Q. Thank you. And --

15 JUDGE SEYER: Mr. Coffman, I'm going to
16 ask her -- I'm going to ask her to repeat that
17 because I've got a feeling she flew by her company
18 name and what have you pretty quickly for the court
19 reporter.

20 THE WITNESS: I apologize. My name is
21 Caroline Palmer. I'm employed at Synapse Energy
22 Economics, Inc., and I'm appearing on behalf of
23 Consumers Council of Missouri.

24 JUDGE SEYER: And you said Synapse?
25 Could you spell that?

1 **THE WITNESS: That's correct. Yes,**
2 **S-y-n-a-p-s-e.**

3 MR. COFFMAN: It's on page 1 of her
4 testimony.

5 JUDGE SEYER: Thank you.

6 MR. COFFMAN: If you wanted to check
7 that.

8 BY MR. COFFMAN:

9 Q. We're having a little problem with the
10 audio, but I think we're okay. Are you the same
11 Caroline Palmer that has caused to be filed in
12 this case direct testimony that was filed on
13 December 20th, 2024 and has been labeled as
14 Exhibit 451?

15 A. **Yes, I am.**

16 Q. And if I asked you the questions contained
17 in there in today, would your answers be the same or
18 substantially similar?

19 A. **Yes.**

20 Q. And are the ans -- the questions -- the
21 answers to the questions in this testimony true and
22 accurate to your best information and belief?

23 A. **Yes, they are.**

24 MR. COFFMAN: Okay. I would now offer
25 Caroline Palmer for cross-examination and offer

1 Exhibit 451 into the record.

2 JUDGE SEYER: All right. Is there any
3 objection to the admission of Exhibit 451? All
4 right. Hearing none, 451 is admitted.

5 (Consumers Council Exhibit 451 was
6 admitted and made a part of the record.)

7 JUDGE SEYER: Let me just ask generally,
8 is there any cross-examination on behalf of the
9 parties? I'm seeing --

10 MR. COFFMAN: I'm not aware of any, your
11 Honor.

12 JUDGE SEYER: Okay. All right. Are
13 there any questions from the commissioners for the
14 witness?

15 COMMISSIONER MITCHELL: No, Judge.

16 JUDGE SEYER: All right. Give me a
17 second here. I'm trying to pull up my notes. All
18 right. I do not have any questions. So thank you,
19 Ms. Palmer, you may be excused.

20 MR. COFFMAN: Thank you, your Honor.

21 **THE WITNESS: Thank you.**

22 JUDGE SEYER: All right. So we will
23 pause the hearing, correct, until two o'clock. At
24 two o'clock we will reconvene and so at this time we
25 will go off the record.

1 (Off the record.)

2 JUDGE SEYER: Let's go back on the
3 record. We're back on the record, and it is two
4 o'clock. And my understanding, Mr. Johnson, is Staff
5 has a request.

6 MR. JOHNSON: Yes, Judge, thank you. The
7 parties are currently in active discussions and they
8 have -- are requesting an additional 30-minute stay
9 to attempt to wrap things up before we continue the
10 hearing.

11 JUDGE SEYER: Okay. And there are many
12 of those parties that are not in here right now, so.

13 MR. JOHNSON: Those parties would be
14 downstairs currently speaking.

15 JUDGE SEYER: All right. That's fine.
16 I will grant that request and we will reconvene
17 at 2:30, so let's go off the record.

18 (Off the record.)

19 JUDGE SEYER: Let's go back on the
20 record. It is approximately 2:30 and it's my
21 understanding that the parties would like some
22 additional time.

23 MS. NIEMEIER: Yes, Judge. We would like
24 a few, maybe 15 minutes to make sure that we can all
25 be on the same page.

1 JUDGE SEYER: At the risk of squeezing
2 your hearing time today, would you like 30 minutes?

3 MR. COOPER: It wouldn't hurt anything.

4 MS. NIEMEIER: Couldn't hurt anything.

5 JUDGE SEYER: Okay. I mean, I don't have
6 places to go tonight. I could stay later. I can't
7 speak for anyone else.

8 MS. NIEMEIER: That would probably be
9 best.

10 JUDGE SEYER: Let's go ahead and
11 reconvene at three o'clock. Let's go off the record.

12 (Off the record.)

13 JUDGE SEYER: Let's go on the record.
14 All right. We are on the record. It is three
15 o'clock. During the break the parties approached me
16 and asked that the remainder of today's hearing being
17 be cancelled so they can continue negotiations. The
18 hearing was originally scheduled to start nine
19 o'clock each day, but I've been given some assurance
20 that if we start a bit later tomorrow, we should
21 still be able to get in any issues that have not been
22 settled that were originally scheduled for Tuesday.
23 So tomorrow we will start at ten o'clock, and we'll
24 go off the -- I'll adjourn for today. We'll go off
25 the record.

1 (Whereupon, the hearing was adjourned
2 at 3:02 p.m.)
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CONSUMERS COUNCIL OF MISSOURI

Exhibit 451

Direct Testimony of Caroline Palmer

8

1 CERTIFICATE OF REPORTER

2 STATE OF MISSOURI)

3 COUNTY OF CALLAWAY)

4 I, Shelley L. Bartels, a Certified Court
5 Reporter, CCR No. 679, do hereby certify that I was
6 authorized to and did stenographically report the
7 transcript of proceedings; and that the foregoing
8 transcript, pages 1 through 13, is a true record of
9 my stenographic notes.

10 I FURTHER CERTIFY that I am not a relative,
11 employee, or attorney, or counsel of any of the
12 parties, nor am I a relative or employee of any of
13 the parties' attorney or counsel connected with the
14 action, nor am I financially interested in the
15 action.

16
17 DATED this 15th day of March, 2025.

18
19 
20

21 Shelley L. Bartels, CCR 679
22
23
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